



June 22, 2015

The Honorable Tom Wheeler  
Chairman  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Re: GN Docket No. 13-5, Technology Transitions. GN Docket No. 12-353, AT&T Petition to Launch a Proceeding Concerning the TDM-to-IP Transition; WC Docket No. 05-25, Special Access for Price Cap Local Exchange Carriers.

Dear Chairman Wheeler:


I'm contacting you on behalf of Senture, a trusted provider of multi-channel contact center and data management operations for agencies across the U.S. federal government and for commercial organizations. As President and CEO, I have been following the IP Transitions on behalf of both our business and our customers.

Our organization works closely with commercial businesses and government agencies – including the FCC – to design systems and processes that provide customized, efficient solutions, including data management services such as document imaging and the creation of web-based access to such documents, the archiving of images for online availability via a secure, hosted site, and disaster recovery for archived data. We also provide technical support services via help desk calls, emails or live chat, in addition to both inbound and outbound call center services.

Our clients trust us implicitly to protect their data and support their business. We're a company that is completely committed to taking the client to the next level, and we look for the same level of commitment in our service providers – particularly our internet provider. Our existing competitive broadband provider was chosen with great care, as it is a decision that can potentially impact not only our business, but also our customers' businesses. We've received a high quality of service and support over the years from our current provider and truly value our partnership.

As the FCC manages the IP Transition, we encourage you to safeguard our ability to choose our telecommunications provider and protect competition through wholesale access. Competition will speed the deployment of new networks, and faster speeds.

Sincerely,

  
Christopher Deaton  
President and CEO, Senture

cc: Commissioner Mignon Clyburn  
Commissioner Jessica Rosenworcel  
Commissioner Ajit Pai  
Commissioner Michael O'Rielly  
Jonathan Sallet  
GiGi Sohn  
Matthew DelNero

